

# **VDSS RFI for Child Care System**

## **Purpose of the RFI**

The Virginia Department of Social Services (VDSS) is seeking information on Child Care application solutions. The information provided in relation to a proposed solution(s) should take into consideration and discuss the following subject areas.

1. Child Care Case Management
2. Child Care Fiscal Management
3. Provider Management
4. Locally-Administered/Centrally-Supervised Solutions
5. Estimated Solution Acquisition and Maintenance Cost(s)

## **Objective**

The Commonwealth of Virginia (COV) is interested in acquiring a commercial-off-the-shelf (COTS) application to automate the Child Care business program for use by state and locality (county and city) use. Virginia is a locally-administered/centrally-supervised state. No statewide case management exists for this business program today, and VDSS desires a statewide solution that can support 120 local departments of social services (LDSS) and interfaces to related state legacy systems. Before issuing an RFP, VDSS wishes to obtain a better understanding of types of solutions that are available and the potential costs of acquisition and maintenance.

## **Scope**

The intent of this RFI is solely to gather information; it is not a formal procurement. However, a formal procurement action may result from this information-gathering endeavor. The purpose of this RFI is to:

- Obtain IT vendor/firm information
- Obtain information regarding successful implementations of child care case management solutions in state government settings
- Obtain information regarding successful implementation of systems for child care that are robust enough to handle processes commonly shared by other social services systems
- Obtain information regarding vendor/firm experience with locally-administered/centrally-supervised child care systems.
- Obtain information regarding available informal presentations or demonstrations of relevant product(s)
- Obtain cost information adequate to build required cost estimates for Commonwealth of Virginia project approval.

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### **Description of General Business Need**

VDSS currently has over fifty standalone application systems, including three major systems for Benefit Programs, Child Support Enforcement, and Family Services. Recognizing that the standalone approach is no longer an effective approach for statewide solutions for social services, VDSS is seeking Child Care solution to provide case management for all localities. In addition, the new solution should serve as a prototype for migration or replacement of other business programs systems as justified, not just Child Care. The Child Care program will be the initial implementation of the new application process. The selected solution must be easy to use at both a state and local level in order for the solution to be effective.

A goal is to move away from the old generation of stovepipe systems to a more integrated approach for delivery of services by the LDSS in collaboration with other service providers in their localities. Improved case management and simplified administration resulting in improved customer services are highly desirable.

Virginia's social services programs are State supervised and locally administered by 120 cities and counties within the COV. All 120 LDSS and 600 users will be affected by a Child Care solution. Other programs at VDSS include: Food Stamps including the Food Stamp Employment and Training Program, the TANF cash assistance program including Virginia Initiative for Employment not Welfare (VIEW), General Relief, Medical Services eligibility including Medicaid (Title XIX) and Family Access to Medical Insurance Security (FAMIS) (Title XXI), Energy Assistance Program (EAP) including Fuel, Crisis, and Cooling component, Foster Care (IV-E), Repatriation, Child Care and Development, Adoption, Adult Services (AS), Child Family Services (CFS), Child Protective Services (CPS), Auxiliary grants, and others. If the prototype environment is proven successful and desirable for migration of larger applications such as TANF and Food Stamps, there is a potential for over 10,000 total and 2,500 concurrent users.

It is imperative that our automated systems provide more comprehensive support (including seamless interfaces with other social services systems). Systems must also operate more efficiently to meet emergent needs of clients and react expeditiously to the myriad of changes required by welfare reform mandates, legislation and policies and by related procedural changes on the State and Federal levels. Since Virginia is a state where social services programs are centrally supervised and locally administered, the ability to transfer data and funds electronically with localities is critical, and mandatory financial management requirements listed in the RFI Survey (Appendix A) should be given careful consideration.

VDSS issued an RFP for statewide social services Business Process Reengineering (BPR) in June 2004. Responses are currently being evaluated, and, if awarded, the resulting BPR process will cover all major business processes (including Child Care) and

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involve both state and LDSS staff. Proposed solutions must be able to incorporate the new business process flows that will result from the BPR. The BPR process should be completed by June 2005.

### **Description of Current Environment**

DSS core services must be supported and are provided mainly through the UNISYS CS7802 platform and CP/IX/OS2200 operating system environment. Significant services are also located on the following platforms/operating systems: Z/OS w/ 3705 compatible FEP/MVS, Sun Sparc/Solaris 8 and 9, and Linux. Databases and software include: MAPPER 43R1, MAPPER for Solaris 8R1E5, COBOL, IBM IMS 5.1 DB2 v5.0, Oracle 7.3.4/8i/9i, Oracle Apps 11i, ISAM, VSAM, SQL Server, DMS 2200, Intel x86 server, and Windows 200x server.

### **Response Format**

Responses should be organized in the exact order in which the General Functionalities are presented in the RFI and should be page numbered. Responses should contain a table of contents, which cross-references the RFI General Functionality, and the specific page in your response. Each paragraph in the response must correspond to and reference the paragraph number in the corresponding section of the RFI. The vendor must repeat the paragraph number, sub-letter, and text of the requirement as it is presented in the RFI. In addition to discussions and information on how the vendor solution will address the itemized requirement, the vendor should also provide a single MS Word or MS Excel table in the format shown in Appendix A, completed with numeric self-ratings regarding their current product offering.

Estimated Costs should detail hardware, software, and services for both initial acquisition and on-going maintenance for a 5-year period following initial implementation (see Appendix B). A total for these costs should be provided for mandatory items. Costs for mandatory items should be provided separately. VDSS recognizes that these cost numbers are estimates and not final bids for a system; however, RFI responses that do not include sufficient cost detail may be disregarded.

Respondents are requested to adhere to the following general instructions in order to bring clarity and order to the RFI preparation and subsequent evaluation process:

- a Response must be submitted by email and, depending on the size of the accompanying technical information file, may be submitted on a CD-ROM
- b Responses should be complete and comprehensive, with a corresponding emphasis on being concise and clear

### **GENERAL FUNCTIONALITIES**

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### **A. Firm Overview**

Describe your firm's experience in providing Child Care and integrated systems solutions that meet the mandatory and optional requirements. Include your firm's experience in providing Child Care solutions for states that are centrally supervised and locally administered.

### **B. System Overview**

Provide an overview of the proposed solution. Summarize how it meets the mandatory Child Care Requirements and lays a foundation for potential integration and/or migration for other applications.

### **C. General Business Functionality**

See Appendix A.

### **D. General Technical Requirements**

The following are desirable technical requirements. Additional and/or alternative functionality is encouraged and should be included a separate reference page.

1. Project Methodology:
  - a. Compliance to Commonwealth Project Management Standards is mandatory.
  - b. Certification at Capability Maturity Model (CMM)/CMM/I Level 3 is a minimum requirement.
2. Enterprise Architecture:

VDSS desires use of the following development technologies/methodologies:

#### **VDSS Standard Enterprise Architecture Components**

- Java technologies: J2EE (JSP, Servlets, EJB), Web Services
- Framework: MVC/Struts
- Development Methodologies: OOA, OOD, OOP
- Connector Tools: JCA, JDBC, Web Services
- Databases: Oracle 9i or 10g, DB2 V7
- Application Servers: IBM WebSphere V4+ Advanced
- Tools: IBM WebSphere Studio Developer

#### **VDSS Desired Enterprise Architecture Components**

- Development Methodologies: RUP
- Framework: SOA
- Any J2EE IDE compliant development tool
- Application design with database isolation interface

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- Adapter classes rather than inheritance in OOD
- LDAP

Indicate if the vendor will be using these technologies/methodologies. If not, provide a justification of the methodologies the vendor will use. If proprietary technologies/methodologies will be used that cannot be transferred to another supplier, provide justification for the use of the proprietary technologies/methodologies and the impact of their use on transition in the event of project termination.

Compliance to VDSS Enterprise Architecture Integrated Social Services Delivery System (ISSDS) Goals is desired:

- Application integration: Connectivity to VDSS stovepipe systems to support delivery of services by the LDSS in collaboration with other service providers in their localities
- Provide improved case management and simpler administration resulting in improved customer services
- Common look and feel for internal users and external customers (Branding)
- Use of common processes across business applications allowing each business area the use of specialized rules as appropriate
- Integrated Workflow Automation where the business users can set and maintain the business rules and workflow without the intervention of a technical staff
- Automated System and Regression Testing

### **E. Cost Estimates**

The information requested in the Estimated Costs tables is needed in order to build cost estimates for IT project approval within the Commonwealth based on state policies implemented in 2003. See Appendix B for details.

Please submit your firm's response to this RFI via e-mail to Della Pearson ([della.pearson@dss.virginia.gov](mailto:della.pearson@dss.virginia.gov)), no later than close of business **December 15, 2004**. Further questions and RFI responses will be received by:

Della Griffith Pearson  
Virginia Department of Social Services  
Division of Information Systems, 2<sup>nd</sup> Floor  
7 North Eighth Street  
Richmond, VA 23219  
804-726-7799

## **VDSS RFI for Child Care System**

### **Appendix A – General Business Functionality**

The VDSS Child Care Program requires the business functionality that is marked “Mandatory” (M) in the spreadsheet **“RFI Framework Survey, Partner v2.xls.”** All other functionality is either desirable (D) or optional (O) for use by either the Child Care Program or for use in other systems that may be migrated into the model environment once the prototype has proven successful.

Potential suppliers should fill in the “Supplier Self-Rating” column based on currently available vendor offerings. Anticipated releases and updates that are not currently available should be not rated as an “out of the box” or “configurable” part of the current offering. Releases and upgrades with publicly announced release dates prior to March 30, 2005 might justify a “modifiable” or “expandable” rating if appropriately supported in the RFI response documentation.

Suppliers should choose responses from the defined picklist selection in the “Supplier Self-Rating” column of the file. Definitions of ratings are on the second worksheet in this file.

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### Appendix B – Estimated Costs for Mandatory and Optional Items

#### ***1.A Estimate of Acquisition/Implementation Expenditures and Funding for MANDATORY CHILD CARE (only) Requirements***

Notes:

- Acquisition/Implementation should include all project-related costs through full project roll-out.
- FY refers to the Commonwealth of Virginia Fiscal year, July 1 through June 30.
- All maintenance numbers should reflect vendor's anticipated rate of increase (escalation) for future years, if any. Escalation factors should be identified as part of the explanation.
- Major items may be listed separately under the appropriate category below in order to help clarify understanding of the proposed solution and projected costs.

<b>Estimated Expenditures (\$000)</b>						
	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>Total</i></b>	<b><i>Comments</i></b>
<b><i>Internal Staff Labor</i></b>						
<i>Services</i>						
<i>Software Tools</i>						
<i>Hardware</i>						
<i>Materials and Supplies</i>						
<i>Facilities</i>						
<i>Telecommunications</i>						
<i>Training</i>						
<i>Contingency (Risk)</i>						
<i>Total</i>						
Identify your confidence level for the expenditures estimate.						
Estimates are accurate within:	10% [ ]	25% [ ]	50% [ ]	75% [ ]	100% [ ]	
Explanation:						

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### ***1.B Estimate of 5-Year Operations Expenditures and Funding for MANDATORY CHILD CARE (only) Requirements***

Provide an Estimate of the Expenditures and Funding for Operations and Maintenance of the MANDATORY asset(s) delivered upon and following project completion.

Notes:

- “FY” refers to the Commonwealth of Virginia fiscal year, July 1 through June 30.
- Operations estimates must cover a 5-year period.
- All maintenance numbers should reflect vendor’s anticipated rate of increase (escalation) for future years, if any. Escalation factors should be identified as part of the explanation.
- Major items may be listed separately under the appropriate category below in order to help clarify understanding of the proposed solution and projected costs.

<b>Estimated Expenditures (\$000)</b>							
	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>Total</i></b>	<b><i>Comments</i></b>
<b><i>Internal Staff Labor</i></b>							
<i>Services</i>							
<i>Software Tools</i>							
<i>Hardware</i>							
<i>Materials and Supplies</i>							
<i>Facilities</i>							
<i>Telecommunications</i>							
<i>Training</i>							
<i>Contingency (Risk)</i>							
<b><i>Total</i></b>							
Identify your confidence level for the expenditures estimate.							
Estimates are accurate within:    10% [ ]    25% [ ]    50% [ ]    75% [ ]    100% [ ]							
Explanation:							



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### **2.A Estimate of Acquisition/Implementation Expenditures and Funding for OPTIONAL Items**

Notes:

- Acquisition/Implementation should include all project-related costs through full project roll-out.
- FY refers to the Commonwealth of Virginia Fiscal year, July 1 through June 30.
- All maintenance numbers should reflect vendor's anticipated rate of increase (escalation) for future years, if any. Escalation factors should be identified as part of the explanation.
- Major items may be listed separately under the appropriate category below in order to help clarify understanding of the proposed solution and projected costs.
- Options listed are at the vendor's discretion, but should be organized so that VDSS can obtain a general understanding of the costs for each option.

<b>Estimated Expenditures (\$000)</b>						
	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>FY 200_</i></b>	<b><i>Total</i></b>	<b><i>Comments</i></b>
<b><i>Internal Staff Labor</i></b>						
<i>Services</i>						
<i>Software Tools</i>						
<i>Hardware</i>						
<i>Materials and Supplies</i>						
<i>Facilities</i>						
<i>Telecommunications</i>						
<i>Training</i>						
<i>Contingency (Risk)</i>						
<i>Total</i>						
Identify your confidence level for the expenditures estimate.						
Estimates are accurate within:    10% [ ]    25% [ ]    50% [ ]    75% [ ]    100% [ ]						
Explanation:						

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### **2.B Estimate of 5-Year Operations Expenditures and Funding for OPTIONAL Items**

Provide an Estimate of the Expenditures and Funding for Operations and Maintenance of the OPTIONAL asset(s) delivered upon and following project completion.

Notes:

- “FY” refers to the Commonwealth of Virginia fiscal year, July 1 through June 30.
- Operations estimates must cover a 5-year period.
- All maintenance numbers should reflect vendor’s anticipated rate of increase (escalation) for future years, if any. Escalation factors should be identified as part of the explanation.
- Major options may be listed separately under the appropriate category below in order to help clarify understanding of the proposed solution and projected costs.
- Options listed in this chart are at the vendor’s discretion and should be used to clarify potential functionality and associated estimated costs.

Estimated Expenditures (\$000)							
	<i>FY 200_</i>	<i>FY 200_</i>	<i>FY 200_</i>	<i>FY 200_</i>	<i>FY 200_</i>	<i>Total</i>	<i>Comments</i>
<b>Internal Staff Labor</b>							
<i>Services</i>							
<i>Software Tools</i>							
<i>Hardware</i>							
<i>Materials and Supplies</i>							
<i>Facilities</i>							
<i>Telecommunications</i>							
<i>Training</i>							
<i>Contingency (Risk)</i>							
<i>Total</i>							
Identify your confidence level for the expenditures estimate.							
Estimates are accurate within:    10% [ ]    25% [ ]    50% [ ]    75% [ ]    100% [ ]							
Explanation:							

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### **Appendix C: Enterprise Metadata Spreadsheet**

See file Enterprise\_Metadata.xls

### **Appendix D: Applications Description Table**

See file VDSS\_Applications\_Description\_Table.xls